

- The following is a summary of all customer complaints received in 2012 regarding the unauthorized release of CPNI:
 - Number of customer complaints Carrier received in 2012 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: **None**
 - Category of complaint:
 - **0** Number of instances of improper access by employees
 - **0** Number of instances of improper disclosure to individuals not authorized to receive the information
 - **0** Number of instances of improper access to online information by individuals not authorized to view the information
 - **0** Number of other instances of improper access or disclosure
 - Description of instances of improper access or disclosure: **None**